

Healthy Options Adult

Composite Measure 1: Getting care that is needed

Four survey questions asked respondents *if they had problems*:

- ☐ Finding a personal doctor they are happy with
- ☐ Getting referrals to see specialists
- ☐ Getting necessary care
- ☐ Getting care approved without delays from the health plan

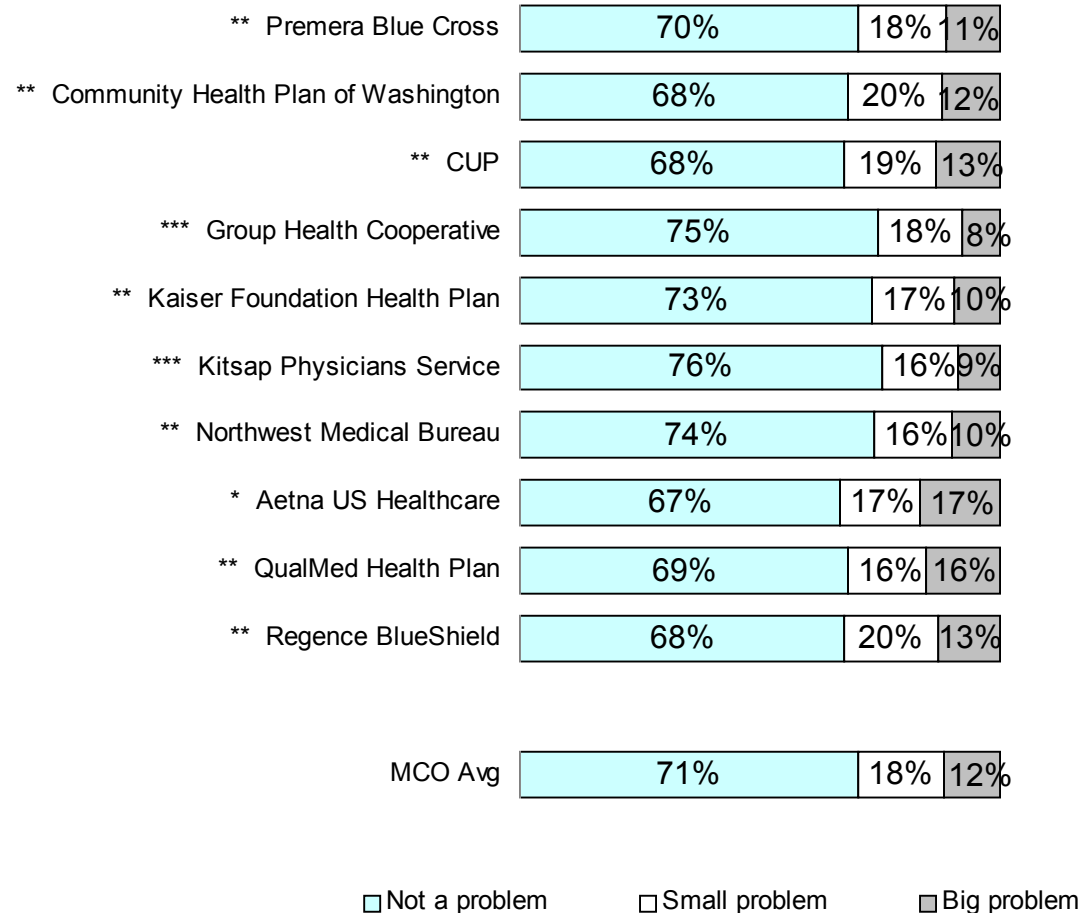
*** **Better** than *survey average*

** **Average**

* **Below** *survey average*

Note: The bar graph represents raw percentages of responses for all questions contributing to the composite. Star ratings represent relative ratings of overall MCO means, adjusted for age and health status. These two different figures may not always be consistent due to these adjustments.

Getting care that is needed



Healthy Options Adult

Composite Measure 2: Getting care without long waits

Four survey questions asked respondents *how often* they:

- ☐ Got the help or advice they needed when they called the doctor's office
- ☐ Got an appointment as soon as they wanted for routine or regular care
- ☐ Got care as soon as they wanted for an illness or injury
- ☐ Waited 15 minutes or less in the waiting room

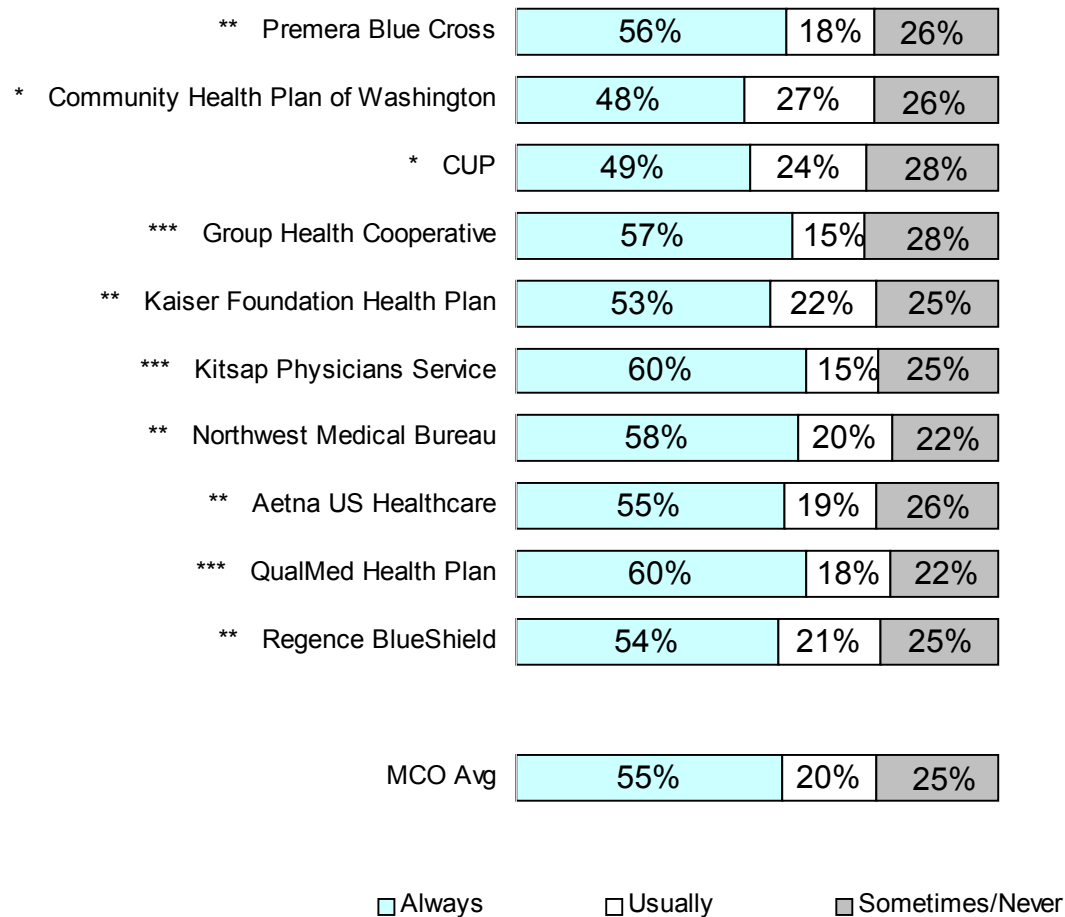
*** **Better** than *survey average*

** **Average**

* **Below** *survey average*

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Getting care without long waits



Healthy Options Adult

Composite Measure 3: How well doctors communicated

Four survey questions asked respondents *how often* their doctors or other health care providers:

- ☐ Listened to them carefully
- ☐ Explained things in a way they could understand
- ☐ Showed respect for what they had to say
- ☐ Spent enough time with them

*** **Better** than *survey average*
 ** **Average**
 * **Below** *survey average*

Note: The bar graph represents raw percentages of responses for all questions contributing to the composite. Star ratings represent relative ratings of overall MCO means, adjusted for age and health status. These two different figures may not always be consistent due to these adjustments.

How well doctors communicated

** Premiera Blue Cross	55%	29%	16%
** Community Health Plan of Washington	56%	28%	16%
** CUP	51%	29%	20%
** Group Health Cooperative	55%	29%	16%
* Kaiser Foundation Health Plan	47%	33%	19%
** Kitsap Physicians Service	56%	29%	15%
** Northwest Medical Bureau	59%	24%	17%
** Aetna US Healthcare	56%	28%	16%
** QualMed Health Plan	58%	24%	18%
** Regence BlueShield	53%	29%	18%

MCO Avg	55%	28%	17%
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☐ Always ☐ Usually ☐ Sometimes/Never

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Composite Measure 4: Courtesy, respect, and helpfulness of office staff

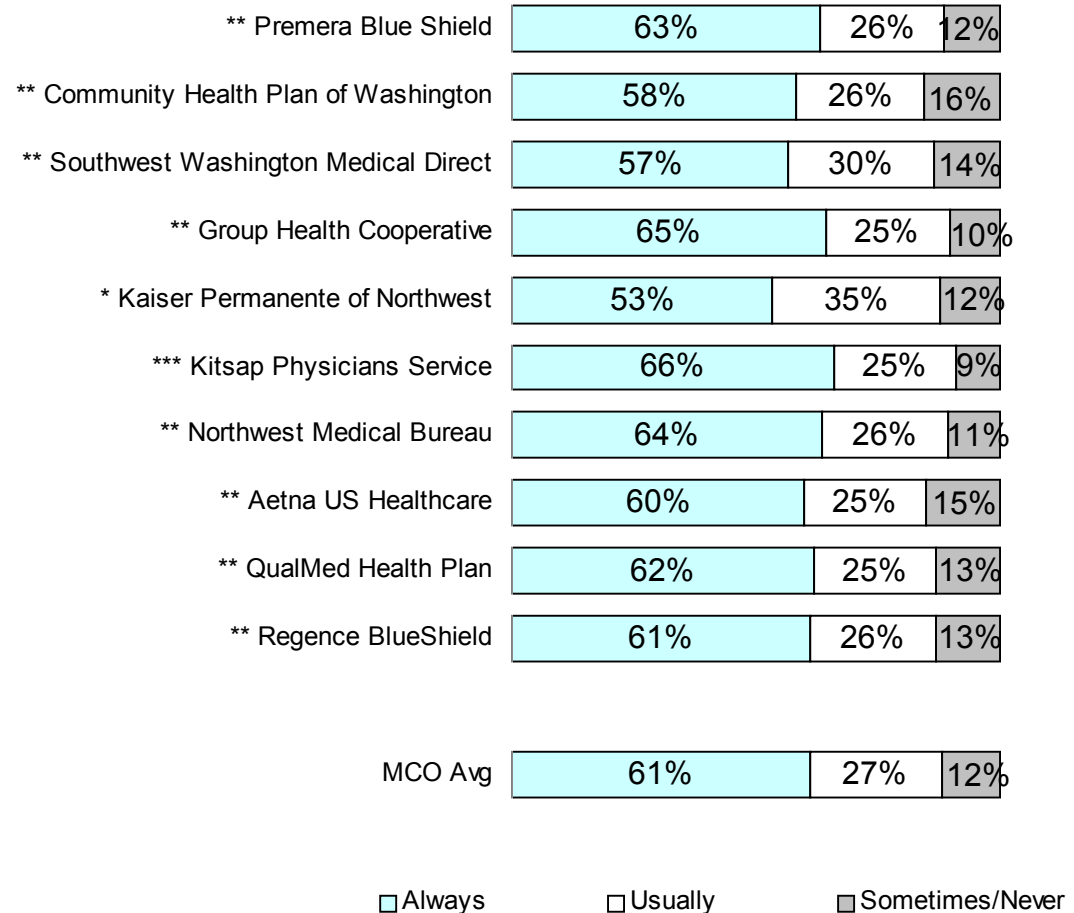
Two survey questions asked respondents *how often* staff at their doctor's office:

- ☐ Treated them with courtesy and respect
- ☐ Were as helpful as they should be

*** **Better** than *survey average*
 ** **Average**
 * **Below** *survey average*

Note: The bar graph represents raw percentages of responses for all questions contributing to the composite. Star ratings represent relative ratings of overall MCO means, adjusted for age and health status. These two different figures may not always be consistent due to these adjustments.

Courtesy, respect, and helpfulness of office staff



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Composite Measure 5: Health plan's customer service and paperwork

Two survey questions asked respondents *if they had problems*:

- ☐ Getting the help they needed when they called the health plan's customer office
- ☐ Paperwork related to getting care (such as problems with getting their health plan ID card or having their medical records changed)

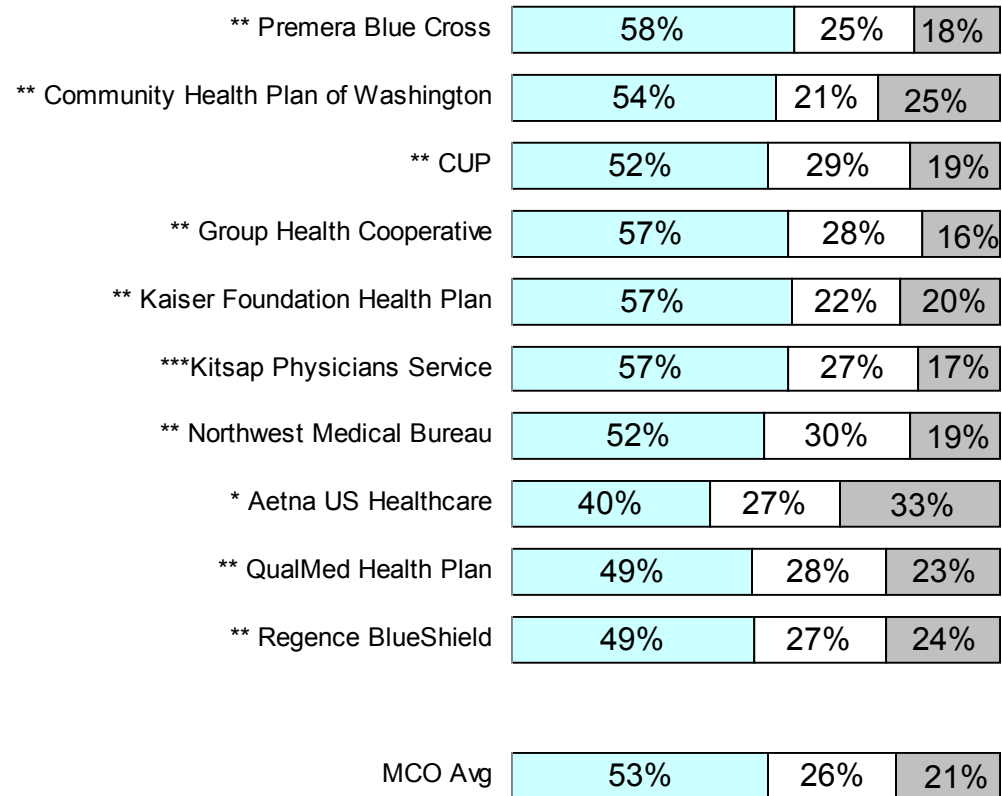
*** **Better** than survey average

** **Average**

* **Below** survey average

Note: The bar graph represents raw percentages of responses for all questions contributing to the composite. Star ratings represent relative ratings of overall MCO means, adjusted for age and health status. These two different figures may not always be consistent due to these adjustments.

Health plan's customer service and paperwork



☐ Not a problem

☐ Small problem

☐ Big problem